**Performance**

**Report**

**1800 951 822**

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| Name of service: | Mercy Health - Gippsland |
| Service address: | 241 Princes Drive MORWELL VIC 3840 |
| Commission ID: | 300138 |
| Home Service Provider: | Mercy Aged and Community Care Ltd |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 14 November 2022 |
| Performance report date: | 25 November 2022 |

This performance report **is published** on the Aged Care Quality and Safety Commission’s (the **Commission**) website under the Aged Care Quality and Safety Commission Rules 2018.

**This performance report**

This performance report for Mercy Health - Gippsland (**the service**) has been prepared by M Cooper, delegate of the Aged Care Quality and Safety Commissioner (Commissioner)[[1]](#footnote-1).

This performance report details the Commissioner’s assessment of the provider’s performance, in relation to the service, against the Aged Care Quality Standards (Quality Standards). The Quality Standards and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies any areas in which improvements must be made to ensure the Quality Standards are complied with.

# Services included in this assessment

**Home Care:**

* Mercy Health Home Care Services - Your care, your home, your choice, 27070, 241 Princes Drive, MORWELL VIC 3840
* Mercy Health Home Care Services - Your care, your home, your choice, 27088, 241 Princes Drive, MORWELL VIC 3840
* Mercy Health Home Care Services - Your care, your home, your choice, 27072, 241 Princes Drive, MORWELL VIC 3840

**CHSP:**

* Domestic Assistance, 4-BACC1ZE, 241 Princes Drive, MORWELL VIC 3840
* Personal Care, 4-BACPXTN, 241 Princes Drive, MORWELL VIC 3840
* Goods, equipment and Assistive Technology, 4-CHNEV5E, 241 Princes Drive, MORWELL VIC 3840

# Material relied on

The following information has been considered in preparing the performance report:

* the assessment team’s report for the Quality Audit; the Quality Audit report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others
* Aged Care Act 1997 [Cth]
* Aged Care Quality and Safety Commission Act 2018 [Cth]
* Aged Care Quality and Safety Commission Rules 2018 [Cth]
* User Rights Principles 2014 registered 10 October 2022
* Quality of Care Principles 2014 registered 10 October 2022
* Guidance and Resources for Providers to support the Aged Care Quality Standards published by the Aged Care Quality and Safety Commission in September 2022
* Commonwealth Home Support Programme manual 2022 -2023
* Home Care Package Program operational manual a guide for home care providers September 2021

# Assessment summary for Home Care Packages (HCP)

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| --- | --- |
| Standard 2 Ongoing assessment and planning with consumers | Not applicable as not all requirements have been assessed |
| **Standard 3** Personal care and clinical care | **Not applicable as not all requirements have been assessed** |
| **Standard 6** Feedback and complaints | **Not applicable as not all requirements have been assessed** |
| **Standard 8** Organisational governance | **Not applicable as not all requirements have been assessed** |

# Assessment summary for Commonwealth Home Support Programme (CHSP)

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| --- | --- |
| Standard 2 Ongoing assessment and planning with consumers | Not applicable as not all requirements have been assessed |
| **Standard 3** Personal care and clinical care | **Not applicable as not all requirements have been assessed** |
| **Standard 6** Feedback and complaints | **Not applicable as not all requirements have been assessed** |
| **Standard 8** Organisational governance | **Not applicable as not all requirements have been assessed** |

A detailed assessment is provided later in this report for each assessed Standard.

# Areas for improvement

There are no specific areas identified in which improvements must be made to ensure compliance with the Quality Standards. The provider is required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.

# Standard 2

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| --- | --- | --- | --- |
| Ongoing assessment and planning with consumers | | HCP | CHSP |
| Requirement 2(3)(a) | Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services. | Not applicable | Compliant |
| Requirement 2(3)(b) | Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes. | Compliant | Compliant |

Findings

In relation to requirement 2(3)(a) the Quality Assessor reports that the Approved Provider demonstrated that systems had been reviewed and updated to ensure assessment planning is used to inform and support the delivery of safe and effective care including the consideration of risks. A compliance action register is being used to identify compliance issues which are recorded and the resolution/action in response is recorded. A range of consumers mentioned in the performance report and quality review report were reviewed as part of the desk assessment contact.

In relation to requirement 2(3)(b) the Quality Assessor reports that the Approved Provider demonstrated that systems had been reviewed and updated to ensure advanced care planning and end of life planning is discussed with consumers and recorded in the care documentation. Advanced care planning (ACD) education was developed in May 2022 and delivered at the care advisors (CA) meeting held on the 2 June 2022. The minutes of the meeting state under discussion points ‘A question on the Client Assessment asks about ACD. CA to discuss this with client if the answer is ‘No’.’ Under actions in the minutes it states ‘Discuss ACD’s with client if they don’t have one’. A fact sheet about advanced care planning is provided to consumers and advanced care planning is discussed in the consumer handbook that was provided to the assessment team. The Provider stated they will ensure all consumers have advanced care planning discussed with them and that information is provided regarding Advanced care planning. Consumers mentioned in the performance review report and quality review report were reviewed as part of the desk assessment.

The Quality Standard for the Commonwealth Home Support Programme services the previous non-compliant requirement 2(3)(a) and 2(3)(b) have been assessed and now found to be compliant

The Quality Standard for the Home Care Packages service the previous non-compliant requirement 2(3)(b) has been assessed and now found to be compliant.

# Standard 3

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| --- | --- | --- | --- |
| Personal care and clinical care | | HCP | CHSP |
| Requirement 3(3)(a) | Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:   1. is best practice; and 2. is tailored to their needs; and 3. optimises their health and well-being. | Compliant | Compliant |

Findings

The Quality Assessor reports that the Approved Provider demonstrated that systems had been reviewed and updated to ensure consumers receive safe personal and clinical care. The Provider demonstrated that both personal and clinical care are being delivered using best practice, tailored to the consumers’ needs to optimise their health and wellbeing

The Quality Standard for the Commonwealth Home Support Programme services the previous non-compliant requirements 3(3)(a) has been assessed and now found to be compliant.

The Quality Standard for the Home Care Packages service the previous non-compliant requirements 3(3)(a) has been assessed and now found to be compliant

# Standard 6

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| --- | --- | --- | --- |
| Feedback and complaints | | HCP | CHSP |
| Requirement 6(3)(c) | Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong. | Compliant | Compliant |

Findings

The Quality Assessor reports that the Approved Provider demonstrated that systems had been reviewed and updated to ensure that action is taken when complaints and feedback is provided to the service. The complaints register was reviewed and it was noted that complaints are on the register and that they are being resolved in a timely manner. Consumers mentioned in the performance report and quality review report were reviewed as part of the desk assessment contact

The Quality Standard for the Commonwealth Home Support Programme services the previous non-compliant requirements 6(3)(c) has been assessed and now found to be compliant

The Quality Standard for the Home Care Packages service the previous non-compliant requirements 6(3)(c) has been assessed and now found to be compliant

# Standard 8

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| --- | --- | --- | --- |
| Organisational governance | | HCP | CHSP |
| Requirement 8(3)(c) | Effective organisation wide governance systems relating to the following:   1. information management; 2. continuous improvement; 3. financial governance; 4. workforce governance, including the assignment of clear responsibilities and accountabilities; 5. regulatory compliance; 6. feedback and complaints. | Compliant | Compliant |

Findings

The Quality Assessor reports that the Approved Provider demonstrated that systems had been reviewed and updated to ensure effective feedback and complaints systems and processes. A management quality and safety report (July to August 2022) was reviewed that includes complaints and complements and trending of complaints and compliments.

The Quality Standard for the Commonwealth Home Support Programme services the previous non-compliant requirements 8(3)(c) has been assessed and now found to be compliant

The Quality Standard for the Commonwealth Home Support Programme services the previous non-compliant requirements 8(3)(c) has been assessed and now found to be compliant.

1. The preparation of the performance report is in accordance with section s68A – assessment contactof the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)